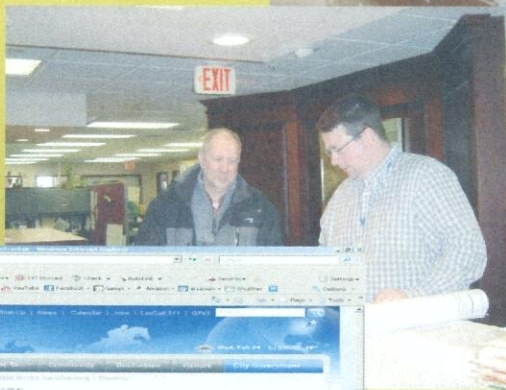


SUMMARY REPORT

SUBDIVISION/DEVELOPMENT PLAN CUSTOMER SURVEY



JULY 2010
DIVISION OF PLANNING

**SUMMARY REPORT
SUBDIVISION/DEVELOPMENT PLAN CUSTOMER SURVEY
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**SUMMARY REPORT
SUBDIVISION/DEVELOPMENT PLAN CUSTOMER SURVEY JULY 2010
DIVISION OF PLANNING**

INTRODUCTION

Over the past year or so, the Urban County Government and the Planning Commission made a series of changes in the administration of the subdivision and development plan review process. These changes were intended to

- improve the flow and timeliness of information between applicants and review agencies
- improve the overall time between application and certification
- make materials and information more readily accessible
- improve the quality of meetings that are part of the process, and
- make outcomes more predictable for all parties.

These changes were fully implemented beginning in January, 2010.

The Urban County Government was interested in obtaining the opinions of recent applicants as to whether or not these changes were achieving their intended results. To this end, a short and simple survey was prepared to allow applicant to rate the effectiveness of the various changes. In addition, those surveyed were asked to provide their impressions of the general *responsiveness* of the various LFUCG and non-LFUCG agencies that make up the Land Subdivision Technical Committee. "Responsiveness" is intended to cover such characteristics as accessibility, returning phone calls or emails, making and communicating decisions, general willingness to "listen" and to try to resolve problems, etc.

The true value of the survey lies in the direction it can give to continued efforts to improve the process. It can reaffirm some efforts, and point to places to concentrate the next round of attempts to make the process more effective

SURVEY DESIGN AND METHODOLOGY

The survey was sent to all applicants, their design professionals, and attorney (if identified) for each major subdivision and development plan application filed and processed in 2010 through June. A total of 46 surveys were sent. Every attempt was made to ensure that duplicates were not sent to participants who had made application for more than one plan during the time frame.

The survey responses were anonymous and that no coding or other means were employed to identify respondents in order to ensure that each respondent would be free to give their honest opinions. The only information requested was general information to identify whether the respondent was the applicant, design professional, or attorney; a general idea of the number of cases handled by the respondent; and an indication of how long that entity had been involved in these processes.

The surveys included three major sections:

- A rating of the effectiveness of ten specific changes made in the process
- A rating of the general responsiveness of 20 LFUCG and non-LFUCG agencies involved in the review process
- A section allowing for general comments and/or suggestions regarding the process

The surveys were mailed on July 9th and it was requested that surveys be returned by July 31. A cover letter and a stamped return envelope were included. A follow up postcard was sent on July 27th and extended the response deadline an additional week.

The remainder of the report will review the results of each aspect of the survey.

SECTION I: SURVEYS RETURNED AND RESPONDENT INFORMATION SUMMARY

- The survey materials were sent to 46 individuals or firms. Those surveyed represented 100% of applications for major subdivision or development plan approvals in the first six months of 2010.
- One mailing was returned as undeliverable (unsuccessful effort made to locate correct address) resulting in a total of 45 delivered mailings.
- Of these 45, 20 responses were received, for a response rate of 44.4%
- Of the twenty responses received, the source breakdown was:
 - Design Professionals: 15 (75%)
 - Applicant/Developer: 4 (20%)
 - Attorney 1 (5%)
- All 20 respondents indicated that their organization had been involved in these processes for over 20 years, therefore, the response pool was extremely knowledgeable and experienced with a long-term perspective of the matters at hand
- 85% of the respondents were DIRECTLY involved in the process; the remaining 15% were represented by others and would likely have received their impressions of the process second-hand through their communications with their representatives.

RESPONSES RECEIVED INDICATED IN RED TEXT

Please check the category that BEST describes YOUR role in the process:

- 4 Applicant/Developer
- 15 Applicant's Design Professional (e.g., engineer, land surveyor, architect, landscape architect, etc.)
- 1 Applicant's Attorney

How many applications to the subdivision/development plan process would you estimate you have made in the past 12 months?

- 7 1-3 applications
- 9 3-10 applications
- 1 11-20 applications
- 3 Greater than 20 applications

For how many years has your firm/company been involved in making applications to the subdivision/development plan review process?

- 0 less than 1 year
- 0 1-3 years
- 20 Greater than 3 years

Please indicate which statement best describes the nature of your interaction with the process:

- 17 I was personally directly involved
- 4 I was represented by an attorney, engineer, or other professional who interacted on my behalf

SECTION II: EFFECTIVENESS OF RECENT CHANGES

Respondents were asked to rate 10 recent changes to the process. In order to gain an overall rating of the “value” of each activity, each response category was assigned a number value between 4 (strongly effective) and 1 (strongly not effective). Totals were averaged to gain a rating/ranking. The following table presents the survey responses in rank order with the highest rated activities first.

Procedure	Strongly Effective 4	Effective 3	Neutral 2	Not Effective 1	Strongly Not Effective 0	NA/Don't Know (*)	Total Responses	GROSS SCORE	AVG
Planning Commission “Consent Agenda” at start of meeting	14	4	0	1	0	0	19	69	3.63
“Plan Tracker” On-line Sign-off System	10	8	1	0	0	1	20	66	3.47
Planning Commission acting as Board of Adjustment to approve conditional uses and/or variances in conjunction with rezoning applications	11	3	1	0	1	4	20	55	3.44
Technical Committee Meeting Format – written comments from all members	6	12	1	1	0	0	20	63	3.15
On-Line Application Forms And Materials	6	11	2	0	0	0	19	61	3.05
Designated “Case Manager” System in the Division of Planning	5	10	1	0	1	2	19	52	2.89
Infill/Redevelopment Facilitation Program (staff assistance)	4	3	1	1	1	10	20	28	2.80
“Developer’s Handbook” Resource Document	2	5	3	1	0	7	18	30	2.73
Technical Committee as “One-stop” sign off for plans to be certified	2	7	5	2	0	3	19	41	2.56
Plan Certification Application Process	4	4	3	4	2	3	20	38	2.24

(*) "Don't Know/Not Applicable" responses were not counted in gross score or calculation of average score

SECTION III: RESPONSIVENESS OF TECHNICAL COMMITTEE AGENCIES

The survey requested that respondents rate LFUCG and non-LFUCG agencies represented on the Technical Committee as to their overall responsiveness on a scale of one to five points, with 5 being "very responsive" and 1 as being "not responsive." Respondents were asked to consider such agency characteristics as accessibility, returning phone calls or emails, making and communicating decisions, general willingness to "listen" and to try to resolve problems, and similar traits in their rankings.

The number of scores in each category were multiplied by the corresponding point value and then averaged to create a ranked list:

Agency	Very Responsive 5	4	Neutral 3	2	Not Responsive 1	Don't Know/ Not Applicable (*)	GROSS SCORE	AVERAGE
LFUCG Planning	12	4	3	0	0	1	85	4.47
LFUCG Fire	6	9	2	0	1	1	73	4.06
LFUCG Engineering	3	12	1	1	0	1	68	4.00
LFUCG Waste Management	7	5	4	0	1	2	68	4.00
LFUCG Addressing Office	7	7	4	0	1	1	76	4.00
LFUCG Building Inspection	4	10	4	1	0	1	74	3.89
LFUCG Sanitary Sewers	3	7	5	0	0	3	58	3.87
Windstream (Telephone)	5	6	3	1	1	3	61	3.81
Kentucky Utilities	3	7	5	1	1	2	61	3.59
KY American Water Company	5	3	5	2	1	3	57	3.56
LFUCG Traffic Engineering	3	8	4	2	1	1	64	3.56
Columbia Gas	4	6	4	1	2	3	60	3.53
LFUCG Environmental Policy	2	6	5	1	1	3	52	3.47
LFUCG Streets, Roads & Forestry	2	9	2	4	1	1	61	3.39
LFUCG Parks and Recreation	2	2	7	0	1	6	40	3.33
Kentucky Dept. of Transportation	2	4	4	4	1	4	47	3.13
Fayette County Health Department	1	2	2	2	1	11	24	3.00
Fayette Co Public Schools	1	1	2	2	1	12	20	2.86
US Postal Service	1	1	2	3	1	11	22	2.75
U.S. Natural Resource/Conservation	1	1	2	1	2	12	19	2.71

(*) "Don't Know/Not Applicable" responses were not counted in gross score or calculation of average score

SECTION IV: COMMENTS FROM RESPONDENTS

Respondents were invited to share any comments or suggestions that they may have about the changes, agencies, or any other aspect of the process. The following list represents all comments made, provided verbatim. The Division of Planning has created "category groups" for the comments so that the comments may be better understood in their context.

SUBJECT: TECHNICAL COMMITTEE (TRC) MEETING

- The committee meetings are better.
- I also thought the "old" process worked ok. I do like having tech committee members bring written comments.
- Written comments at the TRC meeting are great, but all the photocopying is not efficient.
- Late filed plans should be placed on the TRC agenda and reviews provided. That is what the triple fee is paying for.
- I would like for Planning staff to check plans to make sure they meet the guidelines in the zoning manuals and let the other departments sign off for the areas they are responsible for. When Planning staff puts an item for discussion for the TRC meeting for example utility construction width it brings up items that the utility companies and Engineering need to address.

SUBJECT: PLAN TRACKER

- Plan Tracker is effective. Reduces the amount of phone calls and visits to downtown.
- Plan Tracker is improvement.
- Would like it to be more interactive, i.e. email hot buttons.
- Plan Tracker does not seem to be updated by some agencies after the 1st posting.

SUBJECT: CERTIFICATION APPLICATION;" ONE-STOP" SIGN OFF OPPORTUNITY AT TRC; and PLAN CERTIFICATION PROCESS IN GENERAL

- The application for Major Plan Certification is completely unnecessary.
- Extended time between filing and Technical Committee seems too long.
- Filing plan checklist has helped our content and to produce a better plan for review
- I have worked w/the Division of Planning for 32 years (1978-2010) and I did not see a problem with the old process. For years the developer would get the idea that development plans were not being approved fast as they liked and would ask for a change either in Engineering or Planning. The problem is in the utility companies sign off.
- Some groups in Planning can be challenging to make contact with.
- The biggest hurdle and longest delays are in Planning. The process to have Cheryl (Gallt) or Chris' (Taylor) approval, prior to Tom's (Martin) review, and Tom's approval prior to Bill's (Sallee) review, often adds days and multiple trips to Planning.
- The 4 or 5 "standard" staff requirements about Engineering and Traffic Engineering, for instance, should actually describe their particular requirements. Otherwise plans are held hostage for requirements that were not considered by the Commission. Planning department itemizes their demands for plat certification – all other agencies should do likewise.
- Once a subdivision plat or development plan has been approved by the Planning Commission and the conditions of approval have been met, the process gets bogged down during the final review/certification phase at staff level, requiring multiple reviews by individual staff members and, very often, several trips to the PC office. Can this be streamlined?

SUBJECT: GENERAL SUGGESTIONS FOR CHANGES IN PROCESS OR CURRENT REGULATIONS

- The 30% letter is unnecessary for filing Final Record Plats.
- DP's are getting too tight; limiting any flexibility in field. I.e. building envelope limitations/dimensions requiring minor amendments during construction.
- Time between sub (Subdivision) committee meeting and PC meeting too short (subdivision items).
- I also think a mediation board outside of the planning staff should be established for the interpretation of the zoning manual. It seems this changes a lot or if there are unclear parts of the manual have it changed.
- Planning Staff should be able to process subdivisions of less than 5 lots as a minor (ref. to Louisville's plat process).
- Based on specific guidelines, planning staff should be able to process setback line reduction on record plats.

SUBJECT: GENERAL COMMENTS

- We appreciate the effort and improved process.
- Like consent agenda at the Planning Commission.
- The email correspondence with agendas are helpful with communicating with client, understanding.
- The process is extremely convoluted. It's a painful process to endure!
- Staff is generally very helpful and pleasant to work with (in all divisions listed above).
- Division of planning staff has done a good job of implementing the new process and of educating the development community of the changes in process, and the purpose for the changes.
- Our engineer has handled the above. Basically from past experiences, this year's process is greatly improved over past.

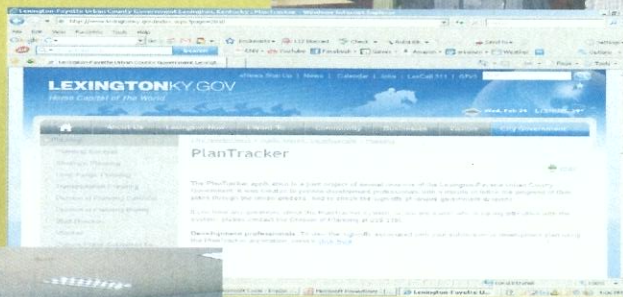
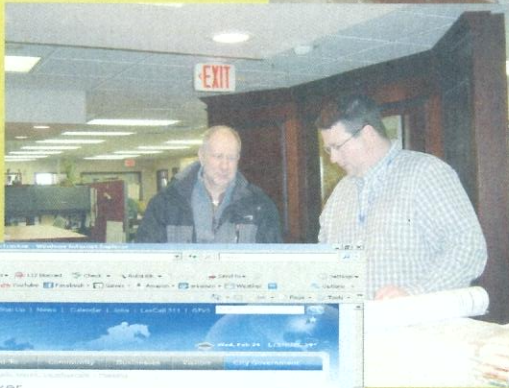
SECTION V: SUMMARY COMMENTS AND FOLLOW-UP ACTIONS

Taken as a whole, the survey responses indicated a positive reaction to the recent changes made in the subdivision and development plan review processes. It also showed that most key LFUCG agencies involved in the process were considered as responsive in the process.

As noted in the introduction to this report, the true value of the survey is in the direction it gives to continued efforts to improve the process. It can reaffirm some efforts, and it can point to places to concentrate the next round of attempts to make the process more effective.

Based upon a review of the survey results, the following follow-up actions will be taken by the Division of Planning:

- The survey results will be reviewed with the Planning Commission and Technical Committee. A copy of this report will be placed on the Division of Planning's website
- A "thank you" note will be mailed to all those who were sent a survey. The note will include a link to the report's location on the website.
- The least popular changes are associated with the "one-stop" certification process for sign-offs. Although this may indicate satisfaction with the long-standing procedures, it may reflect either a misunderstanding of the new process or a problem with its implementation. Staff will monitor the use and functioning of the system by applicants to attempt to gain additional insight as to why the program has not been better received.
- Although the Division of Planning received high marks for "responsiveness," more than one respondent indicated that Planning's internal review protocol for plan certification can at times result in the need for multiple office visits. The Director will review the current review protocols with the staff involved to see if changes can be made to minimize such occurrences while still providing the necessary detailed review to ensure compliance with all conditions.
- "Plan Tracker" received high marks, and some suggestions were made on possible refinements to make it an even better program. Planning will investigate the possibility of the suggested improvements (i.e., more flexibility in comments; "hot" button response feature; need for "pre" and "post" Planning Commission feature, etc.)
- Suggestions made that would require amendments to the Land Subdivision Regulations (increased staff authority for approvals vs. Planning Commission; elimination of the "30% report" required by the Engineering Manuals; mediation board, etc.) will be researched and reviewed with the Planning Commission. The staff would note that it has approached the Commission on more than one occasion recently to ascertain if the Planning Commission will give more staff authority for plan approvals; however, to this point the Commission has declined to do so. If there are changes which the Commission find agreeable, the staff will request the Commission to initiate text amendments to implement them.
- On-going monthly efforts to make continuous improvement to the Technical Committee Meeting procedural changes will continue until maximum efficiency is achieved.
- The "Developers' Handbook" and "Infill/Redevelopment Facilitation Program" both had inordinately high "NA/Don't Know" responses. While this may be due to the highly experienced nature of the respondents and/or the nature of the applications made within the time period, it may also be a result of a lack of awareness of these two programs. Staff will take efforts to re-publicize these activities.



APPENDICES

CUSTOMER SURVEY – DIVISION OF PLANNING

Recently, Lexington has implemented a series of procedural changes to the subdivision plan and development plan review process which are intended to improve the flow of communication between applicants and the various government and non-governmental agencies involved in plan review. This survey has been prepared to allow the customers of this process to comment on the changes and to make suggestions as to how the processes could be improved in the future.

ALL RESPONSES WILL BE CONFIDENTIAL!

RESPONDENT INFORMATION:

Please check the category that BEST describes YOUR role in the process:

- ☐ Applicant/Developer
☐ Applicant's Design Professional (e.g., engineer, land surveyor, architect, landscape architect, etc.)
☐ Applicant's Attorney

How many applications to the subdivision/development plan process would you estimate you have made in the past 12 months?

- ☐ 1-3 applications
☐ 3-10 applications
☐ 11-20 applications
☐ Greater than 20 applications

For how many years has your firm/company been involved in making applications to the subdivision/development plan review process?

- ☐ less than 1 year
☐ 1-3 years
☐ Greater than 3 years

Please indicate which statement best describes the nature of your interaction with the process:

- ☐ I was personally directly involved
☐ I was represented by an attorney, engineer or other professional who interacted on my behalf

The following is a list of new activities recently undertaken in the application and review process. Please rate each activity in terms of its effectiveness in making a better plan review process by marking the appropriate box:

Activity	Strongly Effective	Effective	Neutral	Not Effective	Strongly Not Effective	Don't Know/Not Applicable
Technical Committee Meeting Format – written comments from all members						
“Plan Tracker” On-line Sign-off System						
On-Line Application Forms And Materials						
Designated “Case Manager” System in the Division of Planning						
“Developer’s Handbook” Resource Document						
Planning Commission “Consent Agenda” at start of meeting						
Plan Certification Application Process						
Technical Committee as “One-stop” sign off for plans to be certified						



Lexington-Fayette Urban County Government
DEPARTMENT OF PUBLIC WORKS & DEVELOPMENT

Jim Newberry
Mayor

Mike Webb
Commissioner

July 9, 2010

**TO: 2010 PARTICIPANTS IN THE SUBDIVISION AND DEVELOPMENT PLAN REVIEW
PROCESS**

Dear Sir or Madam:


Over the past year or so, the Urban County Government and the Planning Commission have made a series of changes in the administration of the subdivision and development plan review process. These changes are intended to

- improve the flow and timeliness of information between applicants and review agencies
- improve the overall time between application and certification
- make materials and information more readily accessible
- improve the quality of meetings that are part of the process, and
- make outcomes more predictable for all parties.

The Urban County Government is very interested in the opinions of recent applicants as to whether or not these changes are achieving their intended results. To this end, a short and simple survey has been prepared that will allow you to give us your opinions on the effectiveness of the various changes. In addition, we are asking that you give us your impressions of the general *responsiveness* of the various LFUCG and non-LFUCG agencies that make up our Technical Committee. "Responsiveness" is intended to cover such characteristics as accessibility, returning phone calls or emails, making and communicating decisions, general willingness to "listen" and to try to resolve problems, etc. This information will help us to attempt to improve everyone's experiences in these processes. We will greatly appreciate receiving these responses by July 31 in the enclosed return envelope. I assure you that this survey is completely anonymous and that no coding or other means have been employed to identify respondents. This survey is being sent to all applicants and their design professionals who have made an application in 2010.

I hope you will take a few minutes of your valuable time to give us this important feedback – the 5-10 minutes it will take you to complete the survey might save you even more valuable time in the future as we continue to work on ways to improve this process and the experiences of all involved.

Thank you,



Christopher D. King, AICP
Director
Division of Planning
(859) 258-3262
Chrisk@lexingtonky.gov

Dear Sir or Madam:

On July 9, 2010, a survey was mailed to you, seeking your opinion about a series of changes in the administration of the subdivision and development plan review process.

Your opinion is very important to us.

If you have not yet completed this survey and returned to us, we hope you will take a few minutes to do so, and return the survey to us in the self-addressed, stamped envelope which was mailed to you with the survey.

Your response will assist us in the future as we continue to work on ways to improve this process and the experiences of all involved. To give you more time to consider responding, we are extending the deadline to August 6.

Sincerely,

Christopher D. King, AICP
Director, Division of Planning

Customer Service Address List

Title	Last Name	First Name	Company	Address	City	State	Zip
Owner-App	Durbin	Brian	Arcadia Communities	4360 Brownsboro Road, 305	Louisville	KY	40207
Owner-App	Knutson	Zack	Rubloff Turfland, LLC	4949 Harris Ave, Suite 200	Rockford	IL	61108
Owner-App	Anderson	Dennis		3812 Still Meadow Lane	Lexington	KY	40509
			Sayre Christian Village Nursing Home, Inc.				
Owner-App				3840 Camelot Drive	Lexington	KY	40517
Owner-App			Providence Business, LLC	1720 Sharkey Way	Lexington	KY	40511
Owner-App	Greathouse	Gina	Commerce Lexington, Inc.	330 East Main Street	Lexington	KY	40507
Owner-App	Cruse	Howard	Ball Homes, LLC	3609 Walden Drive	Lexington	KY	40517
Owner-App			RAS Land, Inc.	333 East Main St., Suite 400	Louisville	KY	40202
Owner-App			Walker Properties	601 Lagonda Ave	Lexington	KY	40505
		Mohammad & Debra					
Owner-App	Seraji	Debra		260 Boiling Springs Drive	Lexington	KY	40511
Owner-App	Lethco	Danny	Kroger & JAH Investment, LLC	1600 Ormsby Station Court	Louisville	KY	40223
Owner-App			Harmony Home Builders	1720 Sharkey Way	Lexington	KY	40511
Owner-App			The American National Red Cross	1450 Newtown Pike	Lexington	KY	40511
Owner-App	Alexander	Skip	Baptist Hospitals, Inc.	1740 Nicholasville Road	Lexington	KY	40503
Owner-App			John Madden Estate	2030 Winchester Road	Lexington	KY	40580
			Ashwood Townhouses of Laredo Associates, Inc.				
Owner-App	Gibson	Edwin		P. O. Box 54407	Lexington	KY	40555
Owner-App			DeLong Estates, Inc.	3445 Richmond Road	Lexington	KY	40509
Owner-App			Salas Enterprise Corporation	3501 Lansdowne Drive	Lexington	KY	40517
Owner-App			Callier Properties, LLC	840 High Street	Lexington	KY	40502
Owner-App			H. Howard Thomas Estate	154 Kentucky Avenue	Lexington	KY	40502
Owner-App	Hubbard	Darrell		2000 Liberty Road	Lexington	KY	40502
Owner-App			Asash, LLC	318 Riva Ridge Drive	Richmond	KY	40475
Engineers	Southall	Scott	CDP Engineers	3250 Blazer Parkway	Lexington	KY	40509
Engineers	Barrett	Tony	Barrett Partners, Inc.	209 East High Street	Lexington	KY	40507
Engineers	Tuttle	Sara	Strand Associates	1525 Bull Lea Road, Suite 106	Lexington	KY	40511
Engineers	Kahly	Rory	EA Partners, PLC	3111 Wall Street	Lexington	KY	40513
Engineers	Carter	Matt	Vision Engineering	3399 Tates Creek Road Suite 250	Lexington	KY	40517
Engineers	Ladenburger	Roger	Wheat & Ladenburger	212 North Upper Street	Lexington	KY	40507
Engineers	McIntosh	Mark	HDR Engineers	2517 Sir Barton Way	Lexington	KY	40509
Engineers	Eastridge	Fred	Sherman Carter Barnhart	2405 Harrodsburg Road	Lexington	KY	40504
Engineers	Williams	Matt	Summit Engineering	120 Prosperous Place, Suite 101	Lexington	KY	40509

7/27/2010

Customer Service Address List

Engineers	Harmon	Larry	Hall-Harmon Engineering	1081 Dove Run Road, Suite 203	Lexington	KY	40503
Engineers	Holmes	Andy	Midwest Engineering	121 Prosperous Place, Unit 6-B	Lexington	KY	40509
Engineers	Banks	Jason	Banks Engineering	2365 Harrodsburg Road #B175	Lexington	KY	40504
Engineers	Johnson	Harvey	CRP & Associates	7321 New LaGrange Road, Suite 111	Louisville	KY	40222
Engineers	Allen	Ron	Allen Engineering	2509 Lenlake Court	Lexington	KY	40513
Engineers	Cornett	Bob	The Roberts Group	239-C Southland Drive	Lexington	KY	40503
Engineers	Dye	Morgan	M2D Design Group	400 Old Vine Street, Suite 206	Lexington	KY	40507
Engineers	Platt	Lynden	Eagle Engineering	2351 Versailles Road	Lexington	KY	40504
Engineers	Phillips	Kevin	Endris Engineering	771 Enterprise Drive	Lexington	KY	40510
Attorney	Nicholson	Nick	Stoll Keenon Ogden, PLLC	300 W. Vine Street, Suite 2100	Lexington	KY	40507
Attorney	Murphy	Richard	Murphy and Martin, PLC	250 East Main Street, Suite 3010	Lexington	KY	40507
Attorney	Wiseman	Rena	Stoll Keenon Ogden, PLLC	300 W. Vine Street, Suite 2100	Lexington	KY	40507
Attorney	Meuser	Mike	Miller Griffin and Marks, PSC	271 W. Short Street, Suite 600	Lexington	KY	40507
Attorney	Lear	Bill	Stoll Keenon Ogden, PLLC	300 W. Vine Street, Suite 2100	Lexington	KY	40507
Attorney	Westover	Chris	McBrayer, McGinnis, Leslie & Kirkland	201 East Main Street, Suite 1000	Lexington	KY	40507

7/27/2010